

## **CHAPTER 207**

### **CARRIER PERFORMANCE**

#### **A. GENERAL**

The Carrier Performance Program (CPP) is designed to ensure that DOD surface shippers get the best available service from CONUS commercial cargo carriers. The CPP establishes specific elements of service that are key indicators of carrier performance. It also establishes minimum levels of satisfactory performance and prescribes procedures for denial of DOD cargo shipments to any carrier that fails to provide satisfactory service. This chapter outlines procedures for accomplishment of CPP objectives and assigns enforcement authority and responsibility for various segments of the CPP.

#### **B. SCOPE**

The CPP applies to all commercial carriers used to move DOD surface cargo. Carrier performance for GT shipments will be managed in accordance with applicable GT provisions.

#### **C. RESPONSIBILITIES**

##### **1. Shipping activities will:**

a. Implement the CPP as applicable to ensure local carrier performance is adequately monitored.

b. Report performance issues to MTMC for action as warranted.

##### **2. Receiving activities will:**

a. Monitor performance of carriers delivering to their activities.

b. Report any applicable service failures to shipping activities for their consideration.

c. Prepare TDRs (SF 361) in accordance with procedures set forth in Chapter 210.

d. Where available, use the receiver module within their automated shipper system [i.e., CFM, Cargo Movement Operations System (CMOS), Transportation Coordinator Automated Command and Control Information System (TC-ACCIS), Standard Depot System (SDS), Distribution Standard System (DSS), and so forth] to manage all aspects of in-bound freight

e. Communicate with shipping activities on carrier performance.

##### **3. MTMC will:**

a. Manage and monitor the effectiveness of the CPP.

b. Monitor carriers' overall performance and their ability to provide service to the DOD.

c. Consider service elements such as compliance with DOD and DOT regulations, rules publications, and qualification agreements.

d. Determine when a pattern of non-use actions and service failures documented by the TO warrants further non-use or disqualification.

4. Questions or concerns regarding any aspect of CPP should be forwarded to the attention of the DSC. Addresses and phone numbers are as follows:

Military Traffic Management Command  
Deployment Support Command (DSC)  
ATTN: DSC-MTDC  
661 Sheppard Place  
Ft Eustis VA 23604-5000  
Telephone: DSN 927-8450, Commercial (757) 878-8450

#### **D. BENEFITS AND USE OF THE CFM SYSTEM**

1. CPP within CONUS is supported by the CFM System and several shipper systems. These systems are currently in use throughout DOD: CFM, CMOS, TC-ACCIS, DSS, SDS, Transportation Management System (TMS), and so forth. Some of these systems will continue to exist, while others will be replaced by Transportation Coordinator Automated Information for Movement System (TCAIMS) II and CFM.

2. CFM field module users can use the cargo receiving function to:

- a. Tally in and close out shipments as they are received.
- b. Generate SF 361, TDR, as necessary.
- c. Enter and track carrier performance failures at their activity.
- d. Manually enter shipments originated by non-CFM activities.

#### **E. SERVICE ELEMENTS AND STANDARDS**

1. Service elements and standards described below refer to specific operational factors for timely, safe, and cost-effective movement of DOD cargo. Letters of warning or notification of non-use may be issued by shipping activities for failure to meet these standards. It is important that shipping/receiving activities communicate to ensure all aspects of carrier performance are adequately monitored and appropriate action is taken.

2. No-show is a failure by a carrier to pick up a shipment on the agreed date and time. Two occurrences within a 45-day period are unsatisfactory.

3. Improper equipment is a failure by a carrier to provide equipment as requested. Inadequate equipment is carrier equipment that is not safe (e.g., holes in equipment, equipment

that cannot be properly secured to prevent pilferage). Two occurrences within a 45-day period are unsatisfactory.

4. A combination of one no-show and one failure to provide requested equipment within a 45-day period is unsatisfactory.

5. Shipment refusal is failure of a carrier to accept or decline a shipment within one hour of offer. Shipments must be offered at least 24 hours in advance or 48 hours when TPS is required. Three refusals within a 30-day period are unsatisfactory. A TO can specify a shorter response time for high-priority shipments, but cannot charge a carrier with a refusal if the carrier declines the shipment. If a carrier accepts the shipment, pickup is expected on the specified date and time.

6. Excessive transit time is when the carrier fails to deliver shipments in accordance with established transit times shown in Figures 202-2 and 202-3. Two late deliveries in a 45-day period are unsatisfactory. Each BL is considered a shipment regardless of the number of shipments moving under the BL or the number of delivery points. Receiving activities must report excessive transit time to shipping activities so any necessary action can be taken against the carrier.

7. Any documented incident involving the use of intemperate, vulgar, or abusive language; drug or alcohol abuse; or engagement in offensive conduct may result in a carrier being placed in immediate non-use status or a recommendation to MTMC for disqualification.

8. Carrier fails to provide TPS when ordered. For example, CIS is ordered and the carrier fails to maintain the DD Form 1907 (Signature and Tally Record). Reporting of discrepancies should be done in accordance with Chapter 210, Paragraph H, Miscellaneous Transportation Discrepancies.

## **F. CARRIER NOTIFICATION**

1. Letters of warning may precede a notice of non-use. (See sample at Figure 207-1).

2. Non-use notification letters will be forwarded by certified mail to carrier's corporate HQs and will include the reason for the non-use action with sufficient supporting documentation to allow carrier to address TO concerns. (See sample at Figure 207-2).

3. Non-use notification letters will advise carriers of the period of non-use, the reinstatement date, and of appeal procedures.

## **G. REPORTING SERVICE FAILURES**

1. Copies of all non-use notification letters will be immediately forwarded to the MTMC DSC.

2. TOs must report any service failures or issues needing additional review to the MTMC DSC.

## **H. NON-USE**

1. A TO may place a carrier in non-use for up to 90 days for shipments originating from their activity followed by a 90-day probationary period. If any additional service failures occur during the probationary period, the activity may again place the carrier in non-use for up to 90 days. A TO may also place a carrier in non-use for up to 6 months if the carrier has been placed in non-use at that activity twice within a 12-month period. MTMC DSC (Attn: DSC-QEC) has broader authority to place a carrier in non-use for longer periods of time for multiple origin points.

2. TOs should keep complete and accurate records on carrier service and exercise discretion before placing carriers in a non-use status. Consider corrective actions taken to prevent future service failures, carrier's overall record, and need for special services that may not be readily available.

## **I. CARRIER APPEAL**

1. Carrier may appeal a non-use action in writing to the TO.
2. If the TO denies the appeal, the carrier must be advised of further appeal rights to the DSC.

## **J. CARRIER REINSTATEMENT**

Carriers will be reinstated on the day following the last day of the non-use period unless reinstated sooner on appeal. TOs must immediately notify the DSC (Attn: DSC-QEC) when a carrier is reinstated prior to the end of the designated non-use period.

## **K. CARRIER PERFORMANCE FILE**

Carrier service failures must be documented to fully support a non-use or disqualification action. Carrier performance files for each carrier will be documented either manually or by automated means. Carrier performance files should contain as a minimum:

1. A summary of each service failure with supporting documentation.
2. Copies of any letters of warning or notifications of non-use with supporting documentation.
3. Correspondence from carrier concerning service failures and remedial actions taken.
4. Reinstatement letters.
5. Copies of TDRs (SF 361) issued in accordance with Chapter 210.
6. Any other correspondence pertaining to the carrier's performance.

## **L. CONTAINER AGREEMENT PERFORMANCE**

Worldwide performance of contractor and Government under the USC is monitored and enforced using procedures and standards in the surveillance plan issued by MTMC.

## **SAMPLE LETTER OF WARNING**

(Letterhead – Activity and Address)  
(Date)

(Sender's Office Symbol)

Mr. John J. Jones  
President, ABC Company, Incorporated  
P.O. Box 1056  
Some City, VA 12345

Dear Mr. Jones:

This letter is to advise you of the service failure(s) described below and express our concern with the service your company has provided this installation.

You are reminded that we may place carriers in non-use status from transporting Department of Defense cargo from this installation for the following service failures:

- a. Furnishing inadequate or improper equipment
- b. No shows
- c. Shipment refusals
- d. Excessive transit time.

ABC Company is being considered for non-use action for the following reason(s): (Describe service failure in detail).

You are requested to provide a written explanation for the service failure(s) described above and correction actions you have taken to prevent a recurrence of similar problems within 15 days of the date of this letter. Additional service failure(s) or failure to satisfactorily respond to this letter when combined with the incident(s) described above may result in non-use action against your company.

Please contact (name and phone number) if you should have any questions regarding this action.

Sincerely,

(TO's Signature)

TO's typed name, rank/grade, & Service  
Title/Position  
Organization

cc:  
(MTMC DSC-QEC)

**Figure 207-1. Sample Letter of Warning**

## **SAMPLE NOTICE OF NON-USE STATUS**

(Letterhead – Activity and Address)  
(Date)

(Sender's Office Symbol)

Mr. John J. Jones  
President, ABC Company, Incorporated  
P.O. Box 1056  
Some City, VA 12345

Dear Mr. Jones:

You are hereby advised that ABC Company has been placed in a non-use status for the movement of Department of Defense cargo from (enter origin) for a period of (number of days or months) beginning (date) and ending (date).

Your non-use status is the result of your failure to (define service failure, in detail).

The enclosed letter of warning, dated (date of attachment), forewarned of the possibility of this action.

You are advised of your right to appeal this action in writing to the undersigned. A timely determination will be made upon receipt of your appeal.

Please contact (name and phone number) if you should have any questions regarding this action.

Sincerely,

(TO's Signature)

TO's typed name, rank/grade, & Service  
Title/Position  
Organization

Attachment:

cc:  
(MTMC DSC-QEC)

**Figure 207-2. Sample Notice of Non-Use Status**

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## **CHAPTER 208**

### **PACKAGING AND HANDLING**

#### **A. GENERAL**

This chapter provides general guidance on the handling of packaged materiel.

#### **B. RESPONSIBILITIES**

Installation Commanding Officers will ensure:

1. All personnel involved with the shipment and preparation of HAZMAT to include handling and loading are trained in accordance with the requirements of DOT CFR Title 49, AFJMAN 24-204/TM 38-250/MCO P4030.19G/NAVSUP Pub 505 DLAI 4145.3, and other modal regulatory requirements.
2. All personnel involved in handling, repackaging, and loading operations are properly trained and understand marking and labeling requirements. Suggested source of training is the School of Military Packaging Technology, Aberdeen Proving Grounds, Maryland 21005-5282.
3. All personnel who operate MHE are properly trained and licensed.
4. Work areas are laid out to avoid bottlenecks and back-handling of materiel.
5. All personnel understand and adhere to proper Occupational Safety and Health Administration (OSHA) requirements.

#### **C. REPACKAGING**

1. Transportation operations should not have to repackage material. Repackaging should only be done when absolutely necessary.
2. If transportation personnel suspect materiel may require repackaging, they should first contact the installation packaging and preservation representative. Additional information can be obtained from the appropriate packaging and preservation representatives listed in Figure 208-1, Inventory Control Points (ICPs).
3. Appropriate packaging materials and shipping containers must be used.

#### **D. HANDLING**

1. Do not remove/tear tape, labels, or other items from any containers, especially fiberboard boxes.
2. If an item is dropped or damaged, report it promptly. TDR procedures are detailed in Chapter 210.

3. Do not put heavy items on top of light items when unitizing loads.

4. Maintain correct separation and segregation of HAZMAT at all times in accordance with AFJMAN 23-209/DLAI 4145.11/TM 38-410/NAVSUP PUB 573/ MCO 4450.12A, Storage and Handling of Hazardous Materials.

## **E. MARKING AND LABELING**

1. Marking and labeling are means of communication identified in MIL-STD-129, ([http://astimage.daps.dla.mil/docimages/0000\63\00\STD\\_129N.PD0](http://astimage.daps.dla.mil/docimages/0000\63\00\STD_129N.PD0)), and Title 49 CFR.

2. If required marking or label is faded, damaged, or illegible, the TO should contact the installation packaging and preservation representative.

3. HAZMAT labeling must be in accordance with the applicable modal regulations and clearly visible.

4. Do not use local labels unless specifically authorized by Service/Agency.

5. The shipper applies address markings to each piece of each shipment unit, using a Military Shipping Label (MSL). The MSL will be completed using an automated source meeting minimum data and barcode requirements. Linear bar coded entries of TCN, Consignee DODAAC, and piece number are mandatory, as are 2D entries for TCMD and supply data. The in-the-clear and linear bar code entries of the automated MSL must be readable by humans, and all bar code entries must be readable by electronic devices. If the shipping container does not lend itself to application of the label, or if the label would cover or interfere with other required markings, the label will be attached to a general purpose tag or a placard. The general purpose tag or placard will be tied, wired, or otherwise fastened to the shipment unit or movement conveyance (SEAVAN or air pallet). A vendor or contractor making shipments must comply with the MSL requirements of the latest edition of the DOD Logistics Implementation Plan for AIT (Web site: <http://www.isis.web-eis.com/ait/>). A specific MSL format is not required as long as the in-the-clear minimum data and bar codes required in Figure 208-6 and Figures CC-13-1 through CC-13-7 meet the required standards and are easily machine and human readable. Keeping the block numbers, from the DD Form 1387, associated with the data content is highly recommended. Examples of possible formats are shown in Figures 208-3 through 208-5. Details for use of 2D bar coding are in Appendix CC-13.

a. Detailed procedures for applying shipment markings are specified in MIL-STD-129 ([http://astimage.daps.dla.mil/docimages/0000\63\00\STD\\_129N.PD0](http://astimage.daps.dla.mil/docimages/0000\63\00\STD_129N.PD0)). The outside containers of classified or protected (sensitive) shipments are marked as specified in MIL-STD-129 and the sponsoring Service directives, but will not identify the classified or protected nature of the materiel being shipped.

b. Figure 208-6 provides requirements for in-the-clear and 3-of-9 linear bar coded information required on every label. Figures CC-13-1 through CC-13-7 provide requirements for the Portable Data Files (PDF)-417 2D bar coded information required for general cargo, ordnance, unit move SEAVAN, HHG, and non-POV vehicles, respectively. Additional data may be added as agreed between trading partners. Figures 208-3 through 208-5 show examples of

acceptable MSL formats that may be copied for use or used as guidelines in producing a label. While a specific format is not required for MSLs, only the exact format shown in Figure 208-4 can be printed and referred to as a DD Form 1387.

c. TCMD and Supply Data, using the PDF-417 2D bar code standard, will be in ANSI MH10.8.2 format, as implemented by DOD and shown in Appendix CC-13.

#### **F. UNITIZATION**

Unitization is the assembly of a group of containers or items into a single load. Unitization encompasses, but is not limited to, consolidation in a container, placement on a pallet or load base, or securely binding together. Guidance for palletization and banding of unit loads is found in MIL-STD-147, Palletized Unit Load.

<u>AGENCY</u>	<u>ICPs</u> <u>DSN TELEPHONE</u>	<u>DSN FAX</u>
<b>AIR FORCE</b>		
OC-ALC/LGMTL 7516 Sentry Blvd, Suite 204 Tinker AFB OK 73145-8912	339-3544	339-7265
OO-ALC/LGMTP 7973 Utility Drive, Bldg 1135 Hill AFB UT 84056-5306	777-4995	777-5921
WR-ALC/LGMPS 375 Perry Street, Building 255 Robins AFB GA 31098-1865	468-9277	468-3048
76 LG/LGTPL 401 Wilson Blvd, Bldg 1572, Door 1B Kelly AFB TX 78241-5340	945-7225	945-1347
77 ABW/LGTP 4443 Dudley Blvd McClellan AFB CA 95652-1418	633-6786	633-6718
<b>ARMY</b>		
TACOM/ARDEC	793-6164	793-8204
CECOM (AMSEL-LC-MMD-P)	992-3623	992-2929
AMCOM (AMSAM-MMC-LS-MDP)	746-2526	788-2521
TACOM (AMSTA-TR-E)	786-6267	
<b>DLA</b>		
DLA Customer Support Network 1-877-DLA-CALL		
DSCC-VSP	850-8774	850-1901
DSCP-ILTA (General and Industrial)	444-7499	444-7500
DSCR-RZS	695-4454	695-4392
DSCP-MSCBP (Medical)	444-4189	444-8139
DSCP-HROS (Subsistence)	444-5353	444-9043
DESC-DO	1 (800) 268-7633	
<b>MARINE CORPS</b>		
MCLB Albany GA (CODE 824)	567-6855	567-6873
<b>NAVY</b>		
NAVICP (CODE PO77)	442-2183	442-4965
NAVICP (CODE M0772.30),	430-2784	430-3480
NAVAMMOLOGCEN (CODE 33)	430-3142	430-8603
NAVORDCEN-AMMOPAC	735-8506	735-8505

**Figure 208-1. ICPs**

### Illustration of Stencil Marking

TCN FB551800780025XXX  
RDD 126 PROJ 555 TP-3  
FD2030 TINKER AFB OK  
IMJ TO NORFOLK, VA  
HA4 SOUTHAMPTON ENGLAND  
FB5518 RAF MILDENHALL  
MIDDLESEX, ENGLAND  
1 OF 12 WT 1200 CU 110

Explanation	
First Line :	TCN
Second Line:	RDD (or Expedited Handling Code “999”), project code (when specified), and TP.
Third Line:	DODAAC and clear text address of the consignor.
Fourth Line:	Port identifier code and clear text name of the POE.
Fifth Line:	Port identifier code and clear text name of POD.
Sixth Line:	DODAAC/MAPAC and clear text address of the consignee.
Seventh Line:	Piece number, total pieces, weight, and cube of the piece.

**Figure 208-2. Illustration of Stencil Marking**

FROM:	375 AW/LGTTF TRAFFIC MGT FLT 102 SOUTH ADAMS STREET BLDG 4010 SCOTT AFB, IL 62225-5426	RDD:
SHIP TO:	89 APS POC: WINPEE 1245 ARNOLD AVE, PH: 301-981-3604 ANDREWS AFB, MD 20762	PROJ

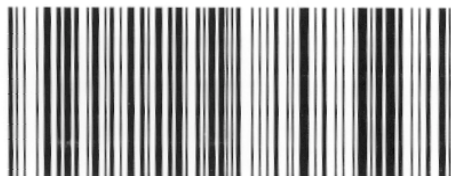


ZIP CODE (420)



420 20762

UPS GROUNDTRAC  
TRACKING NUMBER



1Z 911 W70 03 8007 9499

CONSIGNEE:	POE:	POD:
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FB44070181X002XXX

PIECES: 1	WEIGHT: 8	CUBE: 2	PC NBR: 1
TAC:	MODE: 5		
MARK FOR:			




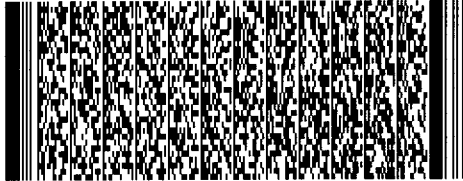


Figure 208-3. Military Shipping Label, Small Package Express Shipment

MILITARY SHIPMENT LABEL		Form Approved. OMB No. 0704-0188	
1. TRANSPORTATION CONTROL NUMBER		2. POSTAGE DATA	
 <b>FB44070098X001XXX</b>			
3. FROM		4. TYPE SERVICE	
<b>375 AW/LGTTF TRAFFIC MGT FLT</b> <b>102 SOUTH ADAMS STREET BLDG 4010</b> <b>SCOTT AFB, IL 62225-5426</b>		<b>J</b>	
5. SHIP TO/POE		6. TRANS PRIORITY	
<b>615AM0: 615 AMOS</b> <b>575 WALDRON ST BUILDING 243 P-1</b> <b>TRAVIS AFB, CA 94535</b>		<b>1</b>	
7. POD		8. PROJECT	
9. ULTIMATE CONSIGNEE OR MARK FOR		10. WT. (This piece)	11. RDD
		<b>70</b>	<b>099</b>
		12. CUBE (This piece)	13. CHARGES
		<b>4</b>	
		14. DATE SHIPPED	15. FMS CASE NUMBER
 <b>615AM0</b>		16. PIECE NUMBER	 <b>1</b>
<b>615 AMOS/ MSGT LINAM</b> <b>575 WALDRON ST BUILDING 243 F-1</b> <b>TRAVIS AFB, CA 945335</b> <b>707-424-7491</b>		17. TOTAL PIECES	<b>1</b>

DD Form 1387, NOV 86 Previous editions are obsolete

**Figure 208-4. Military Shipping Label, Bill of Lading Shipment**

3. From <b>SW3123</b>		9. ULTIMATE CONSIGHNEE OR MARK FOR <b>WK4GEY</b>	
			
1. TRANSPORTATION CONTROL NUMBER  <b>*SW31238013E221XXX*</b> 			
16. PIECES <b>1 OF 1</b> 	5. SHIP TO/POE <b>DOV</b>		6. TRANSP PRIORITY
8. PROJECT <b>9BU</b>	14. DATE SHPD <b>20000127</b>	11. RDD <b>042</b>	7. POD <b>TZL</b>
10. WT/CU THIS PC <b>03965/0451</b>	4. TYPE SERVICE <b>A</b>	13. CHARGES	15. FMS CASE
18. TCMD/SUPPLY INFO 		2. POSTAGE DATA/TAC <b>F8WR</b>	

DOD AIT TEST IN EUCOM MSL, VERSION 1.1 15 JANUARY 1998

**Figure 208-5. Military Shipping Label, Automated Identification Technology (AIT)**



## **Instructions for Completing the Military Shipping Label**

The following minimum human readable data requirements and 3-of-9 linear bar code standard will be placed on each MSL – Keyed to blocks on the DD Form 1387:

1. Transportation Control Number (TCN): Human readable and linear bar coded using 3-of-9
2. Postage Data or Transportation Account Code (TAC) applicable to shipments moving by the DTS from POE to POD, otherwise leave blank: Human readable
3. Consignor: Human readable address and DODAAC/CAGE
4. Type Service (e.g., First Class, Express Mail): Human readable
5. Ship to/POE/CCP three-digit air/water POE code or CCP code, and enough space for 5 lines of up to 35 characters for the in-the-clear address: Human readable
6. Transportation Priority: Human readable
7. POD: Three-digit air/water POD code: Human Readable
8. Project Code: Human readable
9. Ultimate Consignee/Mark For: Human readable in-the-clear address(s) and DODAAC, and linear bar coded DODAAC, using 3-of-9 format
10. Actual Weight (this piece): Human readable
11. RDD: Human readable
12. Cube (this piece): Human readable
13. Charges: Human readable CONUS inland freight charges on number one piece of the shipment unit (as required for FMS shipments)
14. Date Shipped/four-position date: Human readable
15. FMS Case Number: Human readable
16. Piece Number (of Total Pieces): Human readable and linear bar coded using 3-of-9 format
17. Total Number of Pieces: Human readable.

In addition to the above, the following data elements are mandatory for all Army Unit Equipment Movements - not keyed to DD Form 1387:

- a. Length, Width, Height (this piece): Human readable
- b. Military Vehicle Model Number: Human readable if piece is a military vehicle
- c. Bumper Number: Human readable if piece is a military vehicle.

Additional non-mandatory data which could be added based on trading partner agreements – not keyed to DD Form 1387 (this is not all inclusive):

- d. Serial Number
- e. In the clear nomenclature
- f. Commercial carrier internal tracking number and linear bar code.

### **Figure 208-6. Instructions for Completing the Military Shipping Label**

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## **CHAPTER 209**

### **LOST, DAMAGED, OVER, SHORT, AND ASTRAY CARGO**

#### **A. GENERAL**

This Chapter provides procedures for preventing, detecting, and resolving incidents of loss or damage. It also contains instructions for documenting and reporting overages, shortages, and astray cargo.

#### **B. RESPONSIBILITIES**

1. MTMC will develop and administer:
  - a. DOD cargo loss and damage reporting and analysis system (see Chapter 210).
  - b. Joint DOD/GSA Astray Cargo Program (JDGACP).
2. The TO will:
  - a. Implement shipping and receiving procedures to minimize loss and damage.
  - b. Ensure personnel are trained in prevention, procedures, and techniques.
  - c. Ensure procedures are followed to detect and resolve lost or damaged shipments.
  - d. Document discrepancies in accordance with TDR procedures set forth in Chapter 210.

#### **C. JDGACP**

1. The JDGACP provides commercial carriers with a POC, TO, or Joint DOD/GSA Astray Cargo Program Committee (JDGACPC) member to resolve astray Government shipments. MTMC sponsors and coordinates JDGACPCs for survey of carrier facilities to reduce astray cargo. MTMC or theater CINC's will determine required DOD Component representation on the JDGACPC serving a specific geographical area. Selection of one or more committee members (CMs) will be coordinated with TOs of major activities located within defined geographical areas.

2. MTMC or theater CINC's will:
  - a. Act as program manager and evaluate effectiveness of the JDGACPC.
  - b. Provide training to JDGACPC members.
  - c. Analyze JDGACC reports for trends or weaknesses and provide feedback to the TOs and CMs.

3. Committee chairpersons will:
  - a. Make carrier terminal and warehouse assignments to each JDGACP CM.
  - b. Provide reporting procedure guidance to CM.
  - c. Provide an updated list of all CMs to MTMC or theater CINC, no later than 1 March of each year.
  - d. Provide the following information to MTMC or theater CINC by 15th of January, April, July, and October:
    - (1) Number of terminals visited or called.
    - (2) Number of astray shipments located.
    - (3) Actual or estimated value of shipments located. If the actual value is not known or cannot be determined, an entry of \$500 will be made for the value of each shipment located.
4. CMs will:
  - a. Make quarterly visits to assigned carrier terminals and warehouses to locate astray Government cargo. Visit physically at least once a year. The other three quarterly visits can be done by phone.
  - b. Encourage local carrier terminal managers to participate in JDGACP.
  - c. Make every effort to identify consignor, consignee, or destination of cargo. Open and examine containers in the presence of the carrier's representative. If identity of consignor or consignee is not available, contact the item manager of the commodity for disposition instructions.
  - d. Furnish forwarding instructions to the carrier for astray cargo.
  - e. Record all available information for each shipment on SF 361, Transportation Discrepancy Report, in accordance with procedures set forth in Chapter 210.
  - f. Refer problems to and request assistance from MTMC or theater CINC.
5. Additional information on the Astray Freight Program can be found in MTMC Publication, DOD/GSA Joint Military Astray Freight Committees Handbook/Directory. Copies can be obtained from MTMC, Attn: MTOP-PAR, 200 Stovall Street, Alexandria VA 22332-5000.

#### **D. PREVENTIVE ACTIONS**

TO will ensure:

1. Documentation and labeling are complete and accurate. Labels will include, at a minimum, in-the-clear addresses for consignor and consignee, TCN, and piece count.
2. Timely submission of changes to the Travel Guide, Consignment Guide, and TFG.
3. Packaging methods withstand the ordinary hazards of transportation via selected modes.
4. Comprehensive training is conducted for all personnel involved with packaging and documentation.

#### **E. SURVEYING CARRIER FACILITIES**

TOs or CMs will visit carrier facilities quarterly. Visit each facility physically once per year to locate Government cargo. The other three quarterly visits can be done by phone. Carriers will be encouraged to notify TOs or CMs of suspected astray Government cargo. MTMC or theater CINCs will provide carriers with regional astray cargo hot line numbers.

#### **F. DELIVERING ASTRAY CARGO TO TOs**

Until final disposition is determined, a carrier may give astray cargo, identified as Government property, to the local TO to hold. In such cases, the TO will furnish a receipt to the carrier and follow the TDR procedures in Chapter 210.

#### **G. CHECKING SHIPMENTS UPON DELIVERY**

1. The designated in-checker will examine and count all containers and pieces received in each shipment. Each item will be checked as it is being unloaded to record any overage, shortage, or damage.
2. Check shipments immediately after unloading, prior to departure of the carrier's representative, when possible. When a container shows evidence of damage or pilferage, call it to carrier's attention and segregate damaged items from other items being unloaded to ensure that a proper record is made.
3. Keep a record of count and condition of material when shipment is in-checked. This record will show shipment identification, carrier equipment number, time, date, seal number, condition of seals, and checker's name. The consignee's copy of the BL, a tally sheet, or other approved forms will be used for this purpose.

#### **H. WHEN DISCREPANCIES EXIST**

TO will:

1. Take photographs (before unloading, when practicable) when apparent damage or conditions exist that may result in concealed loss or damage.

2. Annotate the original and consignee's copy of the carrier's delivery receipt, with specific identification of over, short, or damaged items. Sign both copies of delivery receipt and enter Julian date.
3. Ensure the carrier representative signs both copies of the delivery receipt.
4. Avoid making any qualifying statements on carrier delivery receipt, such as, "Subject to count and inspection."
5. Contact the nearest office of the delivering carrier immediately to request an inspection of the shipment.
6. Give the carrier up to 7 calendar days to inspect the shipment. If the carrier waives inspection, make a record of waiver, including the name of the carrier representative.
7. Avoid opening damaged packages until the carrier representative arrives, unless there is a possibility that damage to shipment will be reduced by prompt unpacking.
8. Obtain a copy of the carrier representative's inspection report for inclusion in the TDR package. If the carrier assumes responsibility, obtain a certified statement to that effect.
9. Avoid discussing liability with the carrier.

#### **I. SHORTAGE OF CLASSIFIED OR SENSITIVE MATERIAL**

1. In addition to the SF 361, report any shortage of classified material or a violation of security in accordance with applicable DOD Component procedures using the fastest means. Reports will be made for the following items:

- a. SECRET materials.
- b. CONFIDENTIAL materials.
- c. Difficult-to-replace-articles.
- d. Narcotics.
- e. Weapons, ammunition, and similar ordnance material.

2. Promptly notify MTMC or theater CINC if shortage is resolved and indicate condition of material as received.

#### **J. DAMAGED MATERIAL**

1. Destination TOs will accept delivery of shipments damaged during transportation regardless of whom has damage-risk responsibility and will annotate the carrier delivery receipt in accordance with Paragraph H above.

2. Report shipment discrepancies involving damage, other than FOB destination, on SF 361 in accordance with the TDR procedures in Chapter 210. For FOB destination shipments, TOs will furnish the procurement officials with all available information to support the shipper's claim for damage.

**K. RELEASE OF CLASSIFIED, SENSITIVE, OR TECHNICAL MATERIAL**

TOP SECRET, SECRET, CONFIDENTIAL, sensitive, and technical supplies or equipment will not be released to a carrier for repair or salvage.

**L. OVERAGE**

When materiel is received in excess of quantity shown on BL, annotate the carrier delivery receipt and report all overages and reconciliations in accordance with Chapter 210.

**M. INCREASED LIABILITY COVERAGE**

Should a shipper desire to declare and establish a cargo liability for an amount greater than that established, increased liability coverage may be purchased to increase the loss and/or damage cargo liability over the maximum IAW individual service policy.

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## **CHAPTER 210**

### **TRANSPORTATION DISCREPANCY REPORT (TDR)**

#### **A. GENERAL**

This chapter prescribes responsibilities and procedures for implementing the TDR System, a worldwide program for reporting various transportation discrepancies. The military Services, DLA, and GSA have approved these procedures. This chapter provides the TO with step-by-step rules that must be followed to provide:

1. Documented facts to claims offices supporting loss and damage claims against the carrier or contractor to ensure recovery of government monies.
2. All the facts to HQ MTMC, its subordinate command, and any other responsible activities for use in loss and damage prevention.
3. Proof of transportation discrepancies so that changes can be made to financial records, property files, and inventory files; and, dependent on Service or Agency policy, item managers can reissue lost or damaged items.

#### **B. RESPONSIBILITIES**

1. Commander, HQ MTMC, is responsible for managing the DOD Worldwide Cargo TDR and Analysis System and will:

- a. Take necessary measures to determine the effectiveness of and weaknesses in the system and provide recommendations to the DOD Components for improvement or corrective action(s).
- b. Develop and administer the system, as well as the Joint Department of Defense/General Services Administration Astray Cargo Program (JDGACP), in coordination with the DOD Components.
- c. Furnish reports on the system and program.
- d. Provide data, analysis, information, and reports to DOD and GSA components to help determine trends, any changes required for claims prevention, and improved procedures to reduce loss and damage.
- e. Assist DOD and GSA components in resolving transportation discrepancies.
- f. Furnish information on claim settlements.
- g. Ensure that published regulatory guidance meets the needs of the military and federal agencies involved with the system and program.

h. Provide TOs with timely, adequate training and assistance in the preparation and submission of TDRs and the workings of the JDGACP.

i. Provide assistance to theater CINC Area Monitoring Offices (AMOs) and review and comment on all AMO implementing instructions.

2. MTMC DSC will:

a. Monitor TDR actions affecting their Area of Responsibility (AOR) and initiate investigative or corrective actions, as necessary.

b. Prepare TDR data for computer input and output.

c. Provide DOD activities with training assistance and advice.

d. Monitor TDR performance of field activities that fail to answer Requests for Information (RFIs) and take action to ensure prompt and accurate replies in the future.

e. Assist finance centers and claims offices, upon request, in obtaining information to resolve transportation discrepancies and in interpreting disputed tariffs and tenders relative to the amount recoverable under specified released valuation clauses.

3. Theater CINCs will establish AMOs, which will:

a. Monitor TDR actions within their AOR.

b. Give training assistance and advice, to ensure compliance with this regulation.

c. Monitor TDR performance of field activities that fail to answer RFIs to ensure prompt and accurate replies in the future.

4. TOs, Receiving Officers, and Contract Administrative Elements will:

a. Ensure transportation discrepancies are reported in accordance with TDR reporting standards.

b. Ensure that TDR inquiries are answered within established time frames.

c. Provide procedures for discrepancy reporting on shipments received by off-site activities.

d. Ensure that procedures for obtaining actual repair cost statements and repair cost estimates are followed as they apply to their activity.

e. Document and submit TDRs on all transportation discrepancies in shipments received at their activity, including those pertaining to military mobilizations and exercises.

f. Investigate and gather facts relating to each discrepancy in a shipment to support Government claims against the responsible carrier.

g. Take necessary TDR corrective actions (e.g., cancel a TDR when a discrepancy is resolved).

h. Respond to RFIs and any other requests for additional information within established time frames (see Paragraph F.3).

i. Notify the appropriate DSS Cognizant Security Office of classified material security violations according to DOD 5220.22-M.

j. Furnish documentation to support a contractor's claim against a carrier for FOB destination shipments (SF 361, TDR, may be used for this purpose).

k. Notify supporting security and law enforcement elements immediately upon learning of discrepancies that indicate possible security compromise, theft, vandalism, unexplained loss, or any other activity that may warrant their investigation.

l. Review each TDR before submission to the cognizant finance center or claims office to ensure that:

(1) The TDR is routed to the finance center or claims office.

(2) Carrier responsibility has been established and is supported with documented evidence.

(3) The amount of loss/damage is supported with documented evidence citing the actual expense of repairing or replacing the lost or damaged material. Use estimated repair costs only when repairs will not be made, repairs will be delayed due to lack of parts or backlog in the repair facility, or the damaged property must be shipped to another facility for repair.

(4) Items shipped to the repair facility are adequately marked so the repair facility can identify them and maintain separate repair cost records for claim action.

(5) Controls are set up so that action is taken on correspondence from the finance center or claims office in accordance with established TDR reporting standards.

5. Off-site activities will follow the TDR procedures of their support site.

6. Finance centers will:

a. Make final determination of liability and measure of damage.

b. File a SF 362, U.S. Government Freight Loss and Damage Claim, to complete formal claim action.

c. Conduct an investigation and respond to all carrier protests, declinations, and compromise offers pertaining to claims filed by their office.

d. Take collection action.

e. Handle claims to a conclusion to include furnishing administrative reports to U.S. General Accounting Office and litigation reports to U.S. Department of Justice, when required, because of uncollectable debts, carrier bankruptcy debts, or compromise offers of \$20,000 or more.

7. Transshipment Activities will:

- a. Prepare and submit TDRs to the consignee.
- b. Complete initial notification to reporting activity, transshipment point, consignor, shipper, consignee, and final destination.
- c. Distribute initial notifications to reporting activity, transshipment point, consignor, shipper, consignee, final destination, and HQ MTMC.

### **C. EXCEPTIONS**

This chapter does not apply to:

1. Reporting of carrier equipment that cannot meet the safety requirements for moving HAZMAT (see Chapter 207).
2. Reporting, adjusting, and accounting for supply (item) discrepancies; preservation, packaging, packing, and supply item identification marking; lost or damaged parcel post shipments; or Presidential Determination shipments under the International Logistics Program. To report these on SF 364, Report of Discrepancy, see DLAI 4140.55/SECNAVINST 4355.18A/AFJMAN 23-215/AR 735-11-2, Reporting of Supply Discrepancies.
3. Loss or damage to personal property, unless that loss or damage happened to property consigned to transshipment activities for movement overseas, or the discrepancies resulted from movements by AMC or MSC.
4. Shipments of bulk petroleum via all modes (e.g., tanker car, pipeline). (See DOD 4140.25-M, Management of Bulk Petroleum Products, Storage, and Distribution Facilities, Chapter 5, for SF 361 requirements).
5. Discrepancies in FMS shipments not in government-controlled transportation. To report these on SF 364, see DLAI 4140.55/SECNAVINST 4355.18A/AFJMAN 23-215/AR 735-11-2. FMS astray freight shipments should be reported on a SF 361.
6. Overages and shortages on single consignee SEAVANs or containers that were loaded at the supply source and were unstuffed by the cargo consignee with original seals intact. Report these overages and shortages on SF 364. Transshipment points (CCP, ports, BBP) are not supply sources for purposes of this exception.
7. Dunnage and lashing gear (e.g., lumber and wood products, wire, wire rope, turnbuckles, clips, chains), other than those items identified as recoverable according to current individual

service policy and procedure, used to fasten or secure cargo to prevent shifting during transportation.

8. Discrepancies that occur in movement of material to or from on-station sites or satellite activities using equipment which is assigned to a Government activity, agency, or contractor-vendor operation.

#### **D. DOCUMENTS AND THEIR USE**

1. SF 361. This form will be used to:

a. Notify or confirm notification to carriers of a problem with a shipment. An RFI must be issued to the carrier for every documented transportation discrepancy. This requirement applies to all U.S. commercial carriers, as well as AMC.

b. Notify a carrier to pick up damaged material and to show where the material is located. This requirement applies to all U.S. commercial carriers, but exempts AMC.

c. Request information from any source to help resolve a discrepancy, such as requesting pricing data from shipping activity or inventory control point.

d. Reply to an RFI.

e. Change or cancel a previously issued TDR.

f. Document problems at a stopoff or transshipment point for action by the consignee.

g. Report all transportation discrepancies that have not been resolved within the time limits established by this Regulation.

h. Document discrepancies when services ordered by the Government are not performed by the carrier (e.g., perishables not delivered on time, non-performance of overnight service, or non-performance of DOD CIS).

i. Request disposition instructions from the item manager and request credit where appropriate.

j. Support claims against carriers and contractors.

2. DD Form 173/2 (Joint Message Form) or Suitable Equivalent. Forms will be prepared for transportation discrepancies applicable to CLASSIFIED or PROTECTED (including HAZMAT) shipments. (Throughout this chapter, all references to PROTECTED shipments include only SENSITIVE and CONTROLLED items).

3. DD Form 470 (Cargo Out-Turn Report). This form is used as a summary and transmittal sheet for a consolidated TDR; DD Form 788 series; Private Vehicle Shipping Document For Automobile, Van, or Motorcycle; or commercial carrier form file when a sealift carrier is suspected of being the cause of a loss or damage.

## **E. REPORTING GUIDELINES**

### **1. Reporting a discrepancy.**

#### **a. Consignee will:**

(1) Provide a copy of RFI to the carrier within seven days of discovering any transportation discrepancy.

(2) Use procedures in Paragraph F to report all discrepancies except those specifically listed in Paragraph H.1. Within this chapter, all references to PROTECTED shipments include only SENSITIVE and CONTROLLED items.

(3) Use procedures in Paragraph H to report discrepancies that will not result in a claim against a carrier or contractor, but may cause problems in the timely, proper movement of freight.

(4) Use procedures in Chapter 209 to report discrepancies discovered by the JDGACP committee members during inspections of carrier terminals and DOD freight held in U.S. Customs bond rooms and freight storage warehouses.

#### **b. Activities other than the consignee will:**

(1) Prepare an initial notification SF 361 by checking the “initial notification” block, and filling in block 1 and blocks 4 through 31 (see Figure 210-3) with all available information. (Appendix Z, Section B, contains instructions for filling out each block.) In block 30, indicate the probable party responsible for the discrepancy (e.g., carrier, transshipping activity).

(2) Distribute the completed SF 361. Mail the original, with all supporting documents, to the consignee within seven calendar days after the discrepancy is found.

(3) Maintain one copy of all documents for the file.

(4) Mail one copy to the carrier, clearly explaining that the carrier’s response shall be sent directly to the consignee indicated on the SF 361. This copy should not include either the statement concerning responsibility in block 30 or any attachments.

(5) Complete an RFI if a discrepancy on a TCMD or non-receipt of an ATCMD, precludes onward movement or identification of a shipment.

(6) Send a copy to the AMO, if the reporting activity is located OCONUS.

### **2. Determining the Cost of a Discrepancy.**

a. For most discrepancies, it is necessary to determine the cost to the Government. This is the total cost of the loss or damage, to include applicable disposal fees, plus the unearned freight charges on a bill of lading. To do this, consider the following factors:

(1) Pre-Shipment Value. This is the current Federal Supply Catalog or DLA Consolidated Management Data List price of an item, minus depreciation or average standard repair cost if the item was used or in repairable condition. The supply activity or item manager must establish the value of lost or damaged government property. Pre-shipment value is not determined for personal property TDRs.

(2) Repair Cost. If the item is damaged, determine how much it will cost to completely repair only the in-transit damage. Carriers demand, and are entitled to know, the actual expense incurred by the Government. The repair cost statement must list separately cost of parts, labor, and overhead. Use estimated repair costs only when repairs will not be made, must be delayed due to lack of parts or backlog in repair facility, or when damaged property must be shipped to another facility for repair. Activities submitting estimated repair costs are required to furnish actual repair cost statements when repairs are completed. If a carrier opts to repair damaged property, explain to the carrier that repairs must meet all military specifications. The carrier must agree in writing to this condition. Under no circumstances will classified or protected property, arms, ammunition, or explosives be released to a carrier for salvage or repair. Property subject to released rates and damaged beyond repair will be released to the carrier for salvage only after the full amount of the claim has been collected by the finance center or claims office. Repair cost is not determined for personal property.

(3) Unearned Freight Charges. This is money paid to the carrier, but not earned by the carrier due to a breach in contract (e.g., in-transit shortage, delivery of freight damaged beyond repair, or transportation protective service requested, but not provided). If the shipment moved on a GBL, used commercial procedures for small domestic freight shipments, or was shipped FOB origin, the freight charges are added to the preshipment value. However, on FOB destination shipments, the freight charges are included in the price of the merchandise and the vendor or shipper will file a claim for the recovery of the in-transit loss from the carrier. On shipments made from or directed by GSA, the freight charges are included in the price of the merchandise. GSA will compute unearned freight charges and file claim to recover them plus the value of any in-transit losses and all unearned freight charges from the carrier.

(4) Cost of Disposal. When CONUS activities are prohibited from turning damaged material over to the carrier, the cost of disposal will be added to the claim.

b. To find the cost of the discrepancy, add the unearned freight charges or cost of disposal, if any, to the pre-shipment value or repair cost. The sum will be the cost of the discrepancy.

c. Finance centers and claims offices will contact reporting activities for firm figures of the actual amount of loss when this information is not furnished with the TDR.

### 3. Discrepancy Reporting Threshold.

a. Discrepancies valued at \$500 or more and all discrepancies in classified or protected shipments must be reported. For GSA shipments of DOD material, all discrepancies, regardless of value, must be reported.

b. When a response to an RFI indicates that the value of the TDR is less than \$500 (exception for GSA shipments), the consignee will cancel the RFI (see Paragraph E.4. below) and forward a copy to the appropriate finance center or claims office and to each addressee that received a report of the discrepancy.

c. If OCONUS, adjust transportation charges and inventory according to theater regulations.

d. For claims less than \$500 in property value, the TO is authorized to file directly with the carrier using carrier-provided claims forms. On receipt of a settlement from the carrier, the settlement is to be turned into the local finance office or Service- or Agency-designated location using the DD Form 1131, Cash Collection Voucher. The funds are to be credited to the long line fund citation or the TAC of the shipper. If funding information is not available, credit the funds to the local TO. When a carrier does not respond to a locally filed claim, initiate a TDR using normal procedures.

4. Changing or canceling a SF 361. Use the file (original) copy of the SF 361 as follows:

a. To change a TDR, stamp or write "REVISED" on the front of the SF 361, top and bottom. Draw a line through the old information and clearly type or print the revised information. In block 30, state the reason for the change. Sign and date the change notation.

b. To cancel a TDR, stamp or write "CANCELED" on the top and bottom of the form. In block 30 or block 43, clearly type or print the reason for cancellation. Sign and date the canceled notation.

c. Send a copy of the change or cancellation to each addressee to whom the original report of the discrepancy was sent, including the appropriate finance center or claims office.

## **F. REPORTING REQUIREMENTS**

1. When a discrepancy is found in a shipment, the actions taken differ depending on the type of discrepancy, value of the discrepancy, and the activity finding the discrepancy. Discrepancies in classified or protected cargo, as well as all AA&E shipments (whether or not classified or protected), require reporting procedures slightly different from other cargo shipments. If the discrepancy is not one of the types listed below, contact appropriate activity listed in Paragraph I:

- a. Astray.
- b. Shortage.
- c. Pilferage.
- d. Theft.
- e. Damage.



f. Vandalism.

g. Overage.

h. Special contract or carrier services not provided (e.g., shipper requested and carrier did not provide MSS, DDPS). NOTE: For this type of discrepancy, prepare the TDR and send the original (with all supporting documents) to the appropriate finance center or claims office for recovery of special service charges.

## 2. Advisory Action and RFI.

a. Classified or Protected Shipments and All Shipments of AA&E. If a discrepancy is found in a classified or protected cargo shipment, notify the nearest TO immediately by telephone. This includes ocean and air shipments and is in addition to the ocean cargo out-turn reporting requirements in Paragraph G below.

(1) The TO or designated agent notifies the carrier or contractor and the local security office and records the names and titles of all individuals contacted.

(2) Regardless of the value of the shipment, within 24 hours after the discrepancy is discovered, the TO notifies appropriate addresses listed in Paragraph I.3 by electronic message. When a theft or loss of narcotics or controlled substances is involved, mail a copy to the Drug Enforcement Administration, Office of Diversion Control (OD), Attn: Operations Section, 600 Army Navy Drive, Arlington VA 22202-5000.

(3) The message form (Figure 210-1) is prepared with line numbers corresponding to blocks 1 through 31 of the SF 361 (see Appendix Z, Section A, for an explanation of the blocks). Block 30 is used if more information is needed or if a particular addressee is to take action, such as:

(a) Consignor. If shipped by a non-DOD agency, send to the Government activity that directed or arranged for the shipment (except for GSA, see Paragraph I.3.f.). If shipped by a contractor, send to the TO at the Contract Administration Office (CAO).

(b) Consignee. If the discrepancy is discovered in transit.

(c) MTMC Deployment Support Command (MTDC-OPF).

(d) HQ MTMC or theater CINC.

(e) If OCONUS, send an additional copy to the AMO.

(f) Appropriate item manager, as shown in Paragraph I.3.

(4) Even if the discrepancy is discovered by an activity other than the consignee, the ultimate responsibility for preparing the SF 361 rests with the consignee. (Transshipment points, except as noted in Paragraph C, are consignees for TDR purposes.) Consequently, the discoverer must include a statement in the remarks line or block 30 of the advisory or RFI message

requesting all action responses be sent directly to the consignee as noted in Remarks line or block 6.

(5) Property subject to security regulations will not be released or rejected to the carrier or any unauthorized personnel for repair or salvage. Property designated TOP SECRET, SECRET, or CONFIDENTIAL; narcotic preparations; and property that, in the best interest of the Government, cannot be abandoned for any reason, will not be rejected to the carrier regardless of the extent of the damage.

b. Non-Classified or Non-Protected Shipments. When a shipment is delivered by a commercial carrier and pilferage, theft, damage, or vandalism is apparent, notify the carrier by telephone and request the carrier inspect the shipment within seven calendar days. If the carrier waives inspection, record the person's full name, title, and date of the waiver. When a carrier waives inspection, the government is required to perform an inspection to determine the extent and cause of damage. If a military vehicle delivered the shipment, the same inspection procedures are required.

(1) An RFI must be issued for each transportation discrepancy. Whether the consignee discovers a discrepancy in a shipment or is notified of such a discrepancy by another activity, the consignee must use the SF 361, marked RFI, to notify all interested parties and gather information.

(2) The specific information that is being requested should be described in Block 30. The information gathered will aid in the resolution of the discrepancy or provide the necessary data for the completion of a TDR package that will be the basis for a claim.

(3) The pre-shipment value of the item or the cost of repairs (Block 29) will not be entered on the copy of the RFI that is provided to the carrier. (See Figure 210-4.)

c. If the consignee receives an initial notification SF 361 from another activity, the shipment should be checked for additional discrepancies.

(1) The consignee must initiate an SF 361, according to Paragraph F.6, using a locally developed report number, checking the "REQUEST FOR INFORMATION (RFI)" block, showing the appropriate addresses in blocks 3 and 4, and copying the rest of the information from the initial notification. If additional discrepancies are found, they must also be documented on this RFI.

(2) The consignee will file any "Initial Notification" received from another activity with a copy of the consignee-prepared RFI, to be retained as evidence in the event that the discrepancy is not resolved. The consignee then proceeds according to the instructions in Paragraph F.3.

d. If the consignee is the first to discover any discrepancies, the consignee must prepare an SF 361 marked "RFI," completing Blocks 1-31 according to Figure 210-2, and then proceed in accordance with Paragraph F.3.

e. Send RFI to any parties that may have information to help resolve the discrepancy.

(1) Always notify the carrier in writing (carrier copy of the RFI) of any discrepancy (E-mail and faxes are acceptable). Do this within 7 calendar days after the discrepancy is found, or when a reasonable delivery time has passed and none of the shipment has been delivered.

(2) Send the RFI to the GSA National Customer Service Center if information is needed on any GSA-made or directed shipment (see Paragraph I.3.f).

(3) Mail a copy to any other activity from which information is being requested in block 30.

(4) Send the RFI to the TO at the CAO if the shipper is a DOD contractor.

(5) Send a copy to the AMO for OCONUS.

(6) File the original SF 361 RFI in a suspense file for 50 calendar days to give the carrier and other action offices time to investigate and resolve the discrepancy. Do not send a copy of the SF 361 RFI to the applicable finance center or claims office. During this time, the reporting activity should be collecting supporting documentation for the TDR package. The 50 calendar days are counted from the date the discrepancy was discovered.

3. All action addressees must answer the advisory or RFI message within 7 calendar days of the date the discrepancy was reported on a classified or protected shipment or a non-classified, non-protected shipment. Even if an action addressee has no information concerning the discrepancy, a negative reply is required. When all the answers are received, the consignee attempts to resolve the discrepancy and follows the procedures outlined in Paragraph F.6. In many instances, shortages are resolved by checking supply and inventory records.

4. If answers are not received by the close of business on the seventh day for a classified/protected shipment or for a non-classified/non-protected shipment, the TO sends a "Non-Response" message to remind applicable action addressees that a reply is mandatory. The subject of the message will be "RFI Follow-up" and the body of the message states; "Answer not received by required deadline." The consignee sends a copy of this tracer to the MTMC DSC if the action addressee is located in CONUS and to the AMO if the action addressee is located OCONUS. For Air Force RFIs, send a copy to the major command of the consignee and non-respondent. The consignee does not wait for a reply to the late notice, but continues with the actions required by Paragraph F.6.

5. Actions for Resolved, Unresolved, and Miscellaneous Discrepancies.

a. Resolved discrepancies. If the discrepancy is resolved within 30 calendar days after discovery for classified or protected shipments or 60 calendar days for non-classified or non-protected shipments, the TDR (SF 361) is canceled, as indicated in Paragraph E.4.

b. Unresolved discrepancies. If the discrepancy is not resolved, an SF 361 will be issued by the final consignee no later than 30 calendar days after the discrepancy was discovered for a classified or protected shipment or no later than 60 calendar days for a non-classified or non-protected shipment.

c. Miscellaneous discrepancies. Report according to Paragraph H.

6. Guidance for Completing the TDR (SF 361).

a. Blocks 1 through 33 of the SF 361 are completed by the consignee (See Figure 210-2 and 210-5). Most of the information needed to fill out the SF 361 is available from the initial notification or the RFI. If the file copy of the initial notification or RFI is used, white out the “Initial Notification” or check the RFI block. In addition, blocks 34 through 46 are to be completed. The entry in block 46d is not the TAC, but the accounting appropriation that paid for the material. Block 46f is signed by the approving official at the reporting activity. Since the SF 361 is used for both the RFI and the final TDR, follow the specific block-by-block instructions in Appendix Z, Section B, based upon the specific action being taken. Blocks 1 through 33 and the squares at the top will be used to prepare the MANDATORY RFI as the “Initial Notification” to consignees concerning any discrepancies to a shipment, to identify an astray cargo find, or document a miscellaneous discrepancy. Check the proper square under Part I, according to the following:

(1) The consignee will check the “RFI” square only when the SF 361 is being used exclusively to request additional information to resolve the discrepancy or support the freight claim.

(2) Check the “Initial Notification” square only when the preparer of the SF 361 is other than the consignee, and it is being used exclusively to notify the consignee and the carrier.

(3) Check the “Miscellaneous Problems” square only when the SF 361 is being used exclusively to report miscellaneous transportation discrepancies using Discrepancy Type Code “X,” as required in Paragraph H.

(4) Do not check any of the above squares if the SF 361 is a final report that is going to a Service finance center or claims office for freight claim action.

b. If evidence indicates that AMC is responsible for the discrepancy, only blocks 1 through 28 and 30 through 31 are to be completed. Data for blocks 10, 14, 17, and 19 may not be available.

c. Part II of the Form will be used as supporting documentation for formal claims filed with the carrier or contractor. The Service or Agency finance center or claims office whose fund citation is on the bill of lading will file carrier claims. Contractor claims will be filed by the government activity that is administering the contract. The information contained in this part will not be disclosed to the carrier or contractor.

7. Assembling the TDR Package. The SF 361 is the source document for claim action against the carrier and, dependent on Service or Agency policy, for item manager to reissue material, issue credit, or provide disposition and repair instructions. These actions will be successful if the TDR is supported with documented facts and firm evidence that establish carrier liability and the actual amount of the Government’s loss. Paragraph F.8 lists documents required to support the TDR for claim action. The SF 361, with all supporting documentary evidence, is

called the TDR package. If evidence indicates that AMC is responsible for the discrepancy, supporting documents are not required.

8. Supporting Documents. Include the following supporting documents with TDRs for shortage and damage claims purposes:

a. For Shortage Discrepancies, include:

(1) A copy of the GBL or CBL, as appropriate.

(2) A copy of the carrier's delivery document (e.g., pro or freight bill; ocean cargo manifest with discrepancy annotation, signed and dated by the consignee's in-checker and the carrier's driver or agent). If involving MTMC terminals and out-ports, this may be a copy of the Expected Receipt Listing (ERL) supported with a copy of the carrier's pro or freight bill.

(3) A copy of the completed shipping document showing the NSN, noun, condition, quantity, and value of material shipped. This may be a DD Form 1348-1/DD Form 1348-1A, Issue Release/Receipt Document; DD Form 250, Material Inspection and Receiving Report; or DD Form 1149, Requisition and Invoice/Shipping Document, as appropriate. Additional documents will be required for the conditions shown below:

(a) When items in a carton are consolidated, include a copy of the shipping document for each missing item.

(b) If it was a partial shipment, include a copy of the debit document showing how many items were received.

(c) When an item in need of repair is shipped, a reparable value statement will be required.

(4) A copy of the document showing that supply records were checked to ensure that the item has not been received.

(5) A copy of the tally-out and tally-in records for truckload shipments.

(6) A signed affidavit by the person who discovered the shortage (in all instances when the carrier's delivery document or receipt was not annotated). The affidavit must show the time, place, and how the discovery was made.

(7) A copy of the contractor's paid invoice.

(8) For United Parcel Service (UPS) shipments, a copy of the pick-up record, the UPS tracer, and loss and damage investigation form with loss and damage investigation number annotated. (Not applicable to classified or protected shipments.)

(9) A copy of the CBL and the SF 1034, Public Voucher for Purchases and Services other than Personal, paid by the shipper when commercial forms are used on domestic shipments. Regarding payment for Navy activities, submit CBLs attached to a SF 1113, Public

Voucher for Transportation Services, to: DFAS NORFOLK OPLOC, Code FTA, P.O. Box 8489 Norfolk VA 23503-0489.

b. For Damage Discrepancies include:

- (1) A copy of the GBL or CBL.
- (2) A copy of the carrier's delivery document (e.g., progressive or freight bill, ocean manifest) with discrepancy notation signed by the carrier's agent and the transportation in-checker. For CONUS MTMC terminals and out-ports, include a copy of ERL supported with a copy of the carrier's pro or freight bill.
- (3) A copy of the completed shipping document that shows the NSN and/or noun name, condition, quantity, and value of material shipped. This could be a DD Form 1348-1, DD Form 1348-1A, DD Form 250, or DD Form 1149, as appropriate.
- (4) Copies of photographs that were taken of damaged property. These photos should include some that were made prior to off-loading. On the photograph, annotate the carrier, GBL or CBL number, and date the shipment was received.
- (5) For small package shipments, a copy of the pick-up record, the tracer, and loss and damage investigation form with loss and damage investigation numbers annotated.
- (6) A copy of the carrier's inspection report signed by the carrier and the transportation representative or documented evidence of carrier inspection waiver.
- (7) A statement from the shipper or other source describing the conditions under which loading, blocking, and bracing took place. Verify that loading, blocking, and bracing were performed according to current contract rules or tenders and that the carrier inspected it.
- (8) Original and one copy of the itemized actual repair cost statement.
- (9) Copies of GBLs, CBLs, or freight bills for transportation costs to and from the repair facility if paid by the Government.
- (10) Carrier's signed receipt for property that was released to the carrier for salvage. It must show the value of the item before damage. DO NOT release classified or protected items or items shipped under released rates to a carrier or any unauthorized personnel for salvage.
- (11) A signed affidavit by the person who discovered the damage, for concealed damage or when the carrier's receipt was not annotated. The affidavit must give a detailed explanation of time, place, who discovered the damage, and extent of the damage.
- (12) A copy of the official law enforcement or accident safety report, in the case of rail, highway, or aircraft accident.

9. Forwarding the TDR Package:

a. The procedures for forwarding a TDR package depend on which party is at fault and whether claim action is necessary. For example:

(1) If a sealift carrier is at fault, the TDR package is forwarded according to procedures in Paragraph G.

(2) When a contractor uses a CBL and the shipment was moved under FOB destination terms, the TDR package will be forwarded to the contractor for claim action against the carrier.

(3) If a non-DOD agency made the shipment, send the TDR package to the Government activity that directed or arranged for the shipment (except for GSA) (see Paragraph I.3.f.)

(4) If the shipment is personal property, send a copy to the final consignee marked "For member to give to claim office when filing claim."

(5) If no claim action against a carrier is indicated (e.g., DOD shipper responsibility, astray, or overage not resolved), mail the TDR package to the MTMC DSC and the shipper.

(6) If evidence indicates that AMC is responsible for the discrepancy, the TDR should not be sent to a finance center. However, it is important to file these TDRs to enable monitoring and evaluation of contract and carrier performance.

(7) When none of the above conditions apply and a claim is intended, the TDR package is forwarded to the appropriate finance center or claims office listed in Paragraph I.3. If the responsible carrier is overseas, send the SF 361 to the AMO for the originating OCONUS area.

(8) A TDR package will be forwarded to the appropriate item manager for the following actions: reissue, credit, disposition, and repair.

b. The following information applies to all conditions listed above:

(1) Mail one copy, without attachments, to the consignor.

(2) Keep one copy of the TDR package for the file.

(3) Send one copy, without attachments, to the MTMC DSC (except in condition shown in Paragraph G below).

(4) If OCONUS, mail one copy of the SF 361, without attachments, to the AMO. Distribute other copies as required by the Service or Agency listing in Paragraph I.3.

## **G. CARGO OUT-TURN REPORTING SYSTEM (CORS)**

The CORS reports discrepancies when a sealift carrier (or its agent) is suspected or known to be at fault.

1. Consignees are responsible for the following actions:

a. Prepare the TDR package. If the discrepant item is a POV, use a Report of Discrepancy (POV) (DD Form 788); DD Form 788-1 or DD Form 788-2 whichever is applicable; or comparable commercial carrier form that arrived with the vehicle. Do not use the SF 361 for POV unless a DD Form 788 series form is not available or is not adequate to describe the discrepancy.

b. Send the original TDR or DD Form 788 series package to the POD within 30 calendar days from the time the discrepancy was discovered for classified or protected shipments or within 60 calendar days for non-classified or non-protected shipments. If the POD mailing address is not known, the AMO furnishes assistance in obtaining the address.

c. Maintain one complete copy of the TDR or DD Form 788 series package in the file.

d. Send one copy of each SF 361, without attachments, to MTMC DSC.

e. If overseas, send a copy to the AMO.

f. Send any other copies as required by the Service or Agency (see Paragraph I.3).

g. If the discrepancy is resolved, follow the procedures outlined in Paragraph E.4.b to cancel the TDR.

2. The POD combines, by voyage number, all TDR packages received. The POD prepares a Cargo Out-Turn Report (DD Form 470) for each voyage, as shown in Figure 210-6, and uses the DD Form 470 as a cover sheet for the attached TDR packages. The POD sends the DD Form 470 with attached TDR packages to the POE within 60 calendar days after discharge of the cargo for classified or protected shipments or within 90 calendar days for non-classified or non-protected shipments. DD Form 470 is initiated by ocean terminals to consolidate individual TDRs when an ocean carrier is at fault.

3. POEs will complete action on DD Form 470 packages received within 90 calendar days after the discharge of the cargo for classified or protected shipments or within 120 calendar days for non-classified or non-protected shipments.

a. If only one DD Form 470 package is received for a single voyage, the POE reviews it for completeness and adds any information or documentation not included. The POE sends the package to the MTMC DSC for final review.

b. If more than one DD Form 470 package is received for a single voyage, the POE first reviews them for completeness and adds any information or documentation not included. After reviewing each package, the POE consolidates all submissions into one package and uses a new



DD Form 470 as a summary sheet for the total package. POE completes blocks 1, 2, 3, and 12, and signs and dates the new DD Form 470. The number of DD Forms 470 contained in the new, consolidated package is entered in block 12. The POE then mails the complete package to the MTMC DSC for final review.

4. MTMC DSC will review all DD Form 470 packages received and return any incomplete packages to the POE for further action. MTMC DSC submits complete packages to the MSC office responsible for claims action. The following documents should be included in the DD Form 470 package:

a. Required Documents:

(1) Statements of the vessel's master, officers, or agent, in connection with reports of discrepancies.

(2) Original tally sheets establishing quantity discharged, condition of cargo as noted by the checker or tally clerk, and place of stowage.

(3) Stevedore damage reports, with identification of stevedore and report of recovery action being taken.

(4) Extracts from vessel's log books.

(5) Repair estimates and invoices establishing cost of repair.

(6) Reports of costs incurred by the U.S. Government or recipient foreign government for recooperage, additional handling, or other extra work required solely as a result of damage to the cargo.

(7) Copies of the DD Form 1691, Arrival Condition Report-Perishable Subsistence.

b. Supporting documents:

(1) Statements of witnesses.

(2) Cargo survey reports.

(3) Reports of investigation.

(4) Photographs and diagrams.

(5) Sales contracts establishing salvage value, price lists, or purchase invoices.

(6) Other available information to assist in claim collection and cargo loss and damage prevention.

## **H. MISCELLANEOUS TRANSPORTATION DISCREPANCIES**

1. These discrepancies cause problems for the TO, the in-checker, the inspector, and others involved in the timely proper movement of cargo. However, because they do not show a direct cost to the Government, they usually will not result in a claim against a carrier or contractor. Reporting these discrepancies will provide data to the loss and damage prevention program and carrier performance program, help correct deficiencies, and improve carrier and contractor services. In some instances, provisions of this paragraph may be used to support claims against carrier for “special damages” that occur when missed RDDs result in degradation or failure of unit training exercises. Discrepancies that should be reported are shown below:

a. When transit time between point of origin and destination exceeds RDD, if shown on the GBL or CBL, or normal transit time (see Figures 202-2 and 202-3 for CONUS standard transit times).

b. When shipments are frustrated because TFGs or related publications were not followed.

c. When carrier tariffs, tender agreements, or Government transportation regulations are not followed.

d. When a specific shipper fails to send GBL and repeated follow-ups get no response.

e. When a shipper fails to send a REPSHIP or advance notice of shipment on classified, protected, or sensitive shipments (refer to Chapter 204 for additional guidance).

f. When violations occur in the movement of HAZMAT (e.g., improper, incomplete, or missing Dangerous Goods Declaration) or there are improper descriptions of hazardous cargo on DD Form 1384, ITGBL, CBL or DD Form 1348.1A.

g. When blocking, bracing, placarding, labeling, or other handling of a vehicle, rail car, or vessel for transportation of ammunition, EX, or other HAZMAT does not agree with regulations or guidelines set forth by DOT, foreign government, or other directives.

h. When improper loading, stowing, handling, blocking, lashing, or bracing is involved, but there is no loss or damage to the cargo.

i. When a shipment has improper marking or a missing label, other than those that are to be reported on SF 364 (see Paragraph g above).

j. When broken, missing, or improper seals are found, but there is no apparent loss or damage to the cargo.

k. When carrier fails to provide a service required by the GBL (e.g., signature security service).

l. When discrepancies exist that are not listed above and are not covered by any other chapter.

2. Reporting of Discrepancies. Prepare the SF 361 by completing blocks 1 through 28 and 30 through 31 with all available information (see Figure 210-8). Appendix Z, Section B, explains how to fill out SF 361. In Block 30, indicate the probable party responsible for the discrepancy (e.g., shipper, packer, carrier). This must be done within 30 calendar days after the discrepancy was noted. Distribute as follows:

- a. Mail the original SF 361 to MTMC DSC and place one copy in file.
- b. Mail one copy of the SF 361 to the consignor.
- c. Send copy to the Government Agency that directed or arranged for the shipment if the shipper was a non-DOD agency.
- d. Send copy to the TO at the CAO (except for GSA), if the shipper was a contractor.
- e. For Navy shipments, forward one copy of the SF 361 to DFAS NORFOLK OPLOC CODE NFBVA, 9712 Virginia Ave., Norfolk VA 23511-3297.
- f. Mail one copy to the appropriate finance center or claims office for recovery of transportation charges for carrier service failures.
- g. For overseas, send a copy to consignor's AMO.

## **I. TDR DISTRIBUTION AND ADDRESSES**

The following paragraphs contain addresses and distribution information required to submit SFs 361. The focal point for policy at each major military command or agency is listed (use only if unable to obtain satisfaction through normal command channels). Information on AMO and additional distribution requirements for each Service and Agency is given, as well as information on item managers who, dependent on Service or Agency policy, use transportation discrepancy data to reissue lost or damaged items.

### **1. Major Military Commands and Agencies:**

- a. Air Force: HQ USAF/ILTT  
1030 Air Force Pentagon  
Washington DC 20330-1030
- b. Army: Commander, U.S. Army Material Command  
Attn: AMCLG-SD  
5001 Eisenhower Avenue  
Alexandria VA 22333-0001
- c. Marine Corps: Headquarters Marine Corps/LFT-1  
2 Navy Annex  
Washington DC 20380-1775  
e-mail: [feaganstm@hqmc.usmc.mil](mailto:feaganstm@hqmc.usmc.mil)

d. Navy: Naval Transportation Support Center  
Code 02A  
1667 Piersey Street  
Building L-28  
Norfolk VA 23511-2806  
e-mail: [josephine\\_policastro@navsup.navy.mil](mailto:josephine_policastro@navsup.navy.mil)

e. DLA: Defense Logistics Agency  
Attn: MMDTT  
8725 John J. Kingman Road, Suite 2533  
Ft Belvoir VA 22060-6221  
e-mail: [deborah\\_beckner@hq.dla.mil](mailto:deborah_beckner@hq.dla.mil)

f. MTMC: Commander, Military Traffic Management Command  
Attn: MTOP-PAR  
200 Stovall Street  
Alexandria VA 22332-5000  
e-mail: [saxtonr@baileys-emh5.army.mil](mailto:saxtonr@baileys-emh5.army.mil)

2. MTMC Deployment Support Command and AMOs.

a. MTMC Deployment Support Command.

MTMC Deployment Support Command is responsible for all TDR reports. The mailing address is:

Military Traffic Management Command  
Deployment Support Command (DSC)  
Attn: MTDC-OPCL  
661 Sheppard Place  
Ft. Eustis VA 23604-5000  
Message address:  
CDRMTMCDS FT EUSTISVA//MTDC-IN//

b. OCONUS AMOs.

(1) Alaskan Command Activities.

(a) Army:

Commander, 6th Infantry Division (L)  
Attn: AFVR-DL-TF  
Fort Richardson AK 99505-5700  
Message address:  
CDR6THINFDIV L FORT RICHARDSON AK//AFVR-DL-TF//

(2) U.S. Joint Forces Command.

(a) All Services:

MTMC, Deployment Support Command  
Attn: MTDC-OPCL  
661 Sheppard Place  
Ft. Eustis VA 23604-5000  
Message address:  
CDRMTMCDCS FT EUSTIS VA//MTDC-OPCL//

c. United States European Command.

ECJ4-MTMC, HQ USEUCOM  
Attn: 1CTD, UNIT 30400  
P.O. Box 1000  
APO AE 09128  
Message address:  
DIR ITTD MTMC EUROPE VAIHINGEN GE//MTEEU-ITT-I//

d. United States Pacific Command.

- (1) Army: Commander, U.S. Army Pacific  
Attn: APLG  
Fort Shafter, HI 96858  
Message address:  
CDRUSARPAC FT SHAFTER HI//APLG//
- (2) Navy: Commander-in-Chief, U.S. Pacific Fleet  
Attn: Code 414  
Pearl Harbor HI 96860  
Message address:  
CINCPACFLT PEARL HARBOR HI//CODE 414//
- (3) Air Force: HQ Pacific Air Force/LGT  
25 East Street, Suite I-305  
Hickam AFB HI 96853-5427  
Message address: HQ PACAF HICKAM AFB HI//LGT//
- (4) Marine Corps:  
Commanding General, FMFPAC Hawaii  
Attn: Chief of Staff, G-4/SMO  
Box 64118  
Camp H. M. Smith HI 96861-41118  
Message address: COMMARFORPAC//G-4/SMO

### 3. Service and Agency Distribution.

#### a. Army.

(1) Finance Center or Claim Office (CONUS commercial shipments only). DFAS-IN, 8899 East 56<sup>th</sup> Street, Indianapolis IN 46249-0601. For OCONUS claims, contact the applicable AMO for information.

(2) Additional Army Distribution Requirements. Include NICP/ICP and/or Item Manager in block 14 of SF 361 for reporting purposes. Use installation supply officer or MILSTRIP document data to assist in determining correct item manager.

(a) Commander, U.S. Army Operations Support Command (OSC) Attn: AMSOS-RST, 1 Rock Island Arsenal, Rock Island IL 61299-6000; DSN 793-6426 (all Army Ammunition Plants and Arsenals under this command).

(b) Commander, U.S. Army Communications and Electronics Command (CECOM), Attn: AMSEL-LC-LEO-D-DP-DT, Ft. Monmouth NJ 07703-5000; DSN 992-1996 (Fort Monmouth and Vint Hill Farm Station under this command).

(c) Commander, U.S. Army Aviation and Missile Command (AMCOM), Attn: AMSAM-MMC-LS-MD, Redstone Arsenal AL 35809-5000; DSN 746-4812 (Redstone Arsenal under this Command).

(d) Commander, U.S. Army Tank-automotive and Armament Command (TACOM), Attn: AMSTA-FD TT, Warren MI 48397; DSN 786-6803.

#### b. Navy.

(1) Finance Center or Claim Office. (CONUS commercial carrier shipments only) DFAS Norfolk OPLOC, CODE FTA, Building X-132, Norfolk Naval Station, 9712 Virginia Avenue, Norfolk VA 23511-3297.

(2) Additional Navy Distribution Requirements.

(a) For any TDR involving ammunition and explosives, mail reports to Commander, Naval Ordnance Center; Farragut Hall, Building D-323 23, Strauss Avenue, Attn: N424, Indian Head MD 20640-5555.

(b) For any Navy international logistics shipments, including FMS, MAP, and Grant Aid, mail reports to NAVICP, International Program, ATTN: CODE P753111, Transportation Branch, 700 Robbins Ave. (Bldg. 4B), Philadelphia PA 19111-5098.

(c) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the SF 361 is furnished to the consignee's local stock control activity or requisitioner (copy to both when different).

#### c. Air Force.

(1) Finance Center or Claim Office (CONUS commercial carrier shipments only). When the appropriation shown on the GBL begins with "57" or the TAC begins with an "F", mail TDRs to DFAS-IN, 8899 East 56<sup>th</sup> Street, Indianapolis IN 46249-0601.

(2) Additional Air Force Distribution Requirements.

(a) For any TDR involving ammunition, EX, and other HAZMAT, mail TDRs to 649<sup>th</sup> MUNS, 7530 Eleventh Street, Hill AFB UT 84056-5707.

(b) For any Air Force sponsored Security Assistance shipment, mail TDRs to: HQ AFMC/LGTT, Traffic Management Branch, 4375 Chidlaw Road Building 262, Room B117, Wright-Patterson AFB OH 45433-5006.

(c) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the SF 361 is furnished to the consignee's local stock control activity or requisitioner (copy to both when different).

d. Marine Corps.

(1) Finance Center or Claim Office (CONUS commercial carrier shipments only). Commanding General, Marine Corps Logistics Base, Code 470, 814 Radford Boulevard, Albany GA 31704-1128.

(2) Additional Marine Corps Distribution Requirements:

(a) Any Marine Corps International Logistics Shipment, including FMS, Military Assistance Program, and Grant Aid: Commanding Officer, Navy International Logistics Control Office, Attn: Code 261, 700 Robbins Avenue, Philadelphia PA 19111-5096.

(b) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the SF 361 is furnished to the consignee's local stock control activity or requisitioner (copy to both when different).

e. DLA.

(1) Finance Center (CONUS commercial carrier shipments only). DFAS-IN, 8899 East 56<sup>th</sup> Street, Indianapolis IN 46249-0601.

(2) Additional DLA Distribution Requirements.

(a) A copy of the SF 361 will be forwarded to the applicable Defense Supply Center when requesting credit, repair, and disposition instructions. Do not send centers "status of shipment" and "request for proof of delivery" requests.

1 Defense Supply Center Columbus, Attn: DSCC-NAB, 3990 East Broad Street, Columbus OH 34216-5000. The routing identifier code (RIC) is S9C/S9E.

2 Defense Supply Center Richmond, Attn: DSCR-XDC, 8000 Jefferson Davis Highway, Richmond VA 23297-5000. The RIC is S9G.

3 Defense Supply Center Philadelphia, PA, Directorate of Medical Material, Technical Assurance Division, Technical Assurance Branch, 700 Robbins Avenue, Philadelphia PA 19111-5092. The RIC is S9M.

4 Defense Supply Center Philadelphia, Office of Deputy Commander for Subsistence and Commander, Subsistence Field Activities, 700 Robbins Avenue, Philadelphia PA 19111-5092. The RIC is S9P/S9S.

5 Defense Supply Center Philadelphia, Directorate of Clothing and Textiles, Attn: DSCP-CNCC, 700 Robbins Avenue, Philadelphia PA 19111-5092. The RIC is S9T.

6 Defense Supply Center Philadelphia Pacific Region; 440 Fuller Way, Pearl Harbor HI 96860-4967. The RIC is S7S.

(b) A copy of the SF 361 will be forwarded to the CAO and TO on any shipment made by a contractor. CAOs are located in block 10 of the DD Form 250 and block 6 of DD Form 1155, Order for Supplies or Services/Request for Quotations.

(c) For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the SF 361 is furnished to the consignee's local stock control activity or requisitioner (copy to both when different).

f. GSA.

(1) Direct all SFs 361 on shipments made from or directed by GSA to the National Customer Service Center (NCSC). This includes direct delivery shipments from a vendor or contractor but excludes shipments of commercial vehicles. The NCSC address is GSA National Customer Service Center, 1500 East Banister Road, Building 4, Kansas City MO 64131-5000.

(2) Submit TDRs for shortage, damage, theft, or pilferage on shipments of commercial vehicles purchased through GSA to the following address: General Services Administration, Automotive Division, Washington DC 20406-5000.

g. International Logistics Shipments.

(1) TDR distribution for FMSs, MAP, and Presidential Determination: Security Assistance Accounting Center, DFAS Denver Center, Building 444, 6760 E. Irvington Place, Denver CO 80279-5000. Also mail a copy to the cognizant (in country) military assistance advisory group.

(2) Sponsoring Service International Logistics Coordinating Office listed under the applicable Service section. Sponsoring Service is determined by the first position of the TCN (e.g., B-Army, D-Air Force, P-Navy, K-Marine Corps).

h. AAFES.

(1) Finance Center and Claim Office: Headquarters, Army and Air Force Exchange Service, Attn: FA-T, P.O. Box 650428, Dallas TX 75265-0428.



(2) For any AAFES consignor, provide copy to HQ AAFES, ATTN: LG-T, P. O. Box 660320, Dallas TX 75266-0320.

4. Additional required distribution to Army primary sources of supply as follows:

a. Army Sources of Supply (SOS) and NICP for Army managed-items (see Appendix Z, Section C).

b. Army Secondary Item Control Activities (SICA) for non-Army manager items.

c. Any Army international logistics shipments, including FMSs, Military Assistance Program, and Presidential Determination: Commander, U.S. Army Security Assistance Command, Attn: AMSAC-OL-LS-CS, 54 M Street, Suite 1, New Cumberland, PA 17070-5096.

d. For all shipments with shortages, partial loss, damage, theft, or pilferage, ensure that a copy of the SF 361 is furnished to the consignee's local stock control activity or requisitioner (copy to both when different).

e. For Army Total Package Fielding (TPF) shipments, the final consignee should send a copy of the TDR to the fielding command and the managing command using the addresses listed in Paragraph I.3.a above.

## **J. CODES**

1. Discrepancy Type and Cause Codes. Appendix Z, Section D, lists possible discrepancy codes. The first position indicates type of discrepancy and second position indicates cause of discrepancy (e.g., astray cargo attributed to incomplete marking would be coded "A3" and damage attributed to spoilage would be coded "DG"). The second position must agree with one of the discrepancy causes assigned to the discrepancy type being reported in the first position.

2. Mode of Shipment. Appendix Z, Section E, identifies the method of shipment used for each segment of movement within the DTS. For ATCMDs, the mode should indicate the initial movement from the origin shipping activity.

3. Type Pack Codes. The first position of the code is always "A" for MSCVANs, "Y" for MILVANs and "Z" for SEAVANs. Appendix Z, Section G, identifies the type of packing used for container and breakbulk shipments. The second position of the code, Appendix Z, Section F, identifies who loaded the vans and to what capacity the vans were loaded.

FROM: CDR FORT HOOD TX //AFZ-DI-INS-MM//  
TO: CDR TOAD TOBYHANNA PA//SDSTO-ST//  
INFO: CDRMTMCDSC FT EUSTIS VA//MTDC-OPCL  
CDRMTMC ALEXANDRIA VA//MTSS/IN//  
CDROSC ROCK ISLAND IL//AMSOS-RST//

UNCLAS

SUBJECT: TDR ADVISORY/RFI FOR CLASSIFIED OR PROTECTED SHIPMENT

1. 9148
  2. W4SORE-0031
  4. TRANS OFF FT HOOD TX 76544 (W4SORE)
  5. TRANS OFF, TOBYHANNA ARMY DEPOT, TOBYHANNA PA 18466 (425613)
  6. SAME AS LINE 4
  7. SAME AS LINE 5
  8. ABC TRUCKING TRAILER NO.01234 SEAL NO 446688 INTACT
  10. 064-657122
  12. GBL K2,345,678
  16. 9191
  17. 9191
  20. TCN 04SORE 90140001XXX
  21. RADIOACTIVE DEVICE NSN 5840 00 123 9876 UNCLAS
- ROBERT SAXTON/MTOP-PAR (703) 428-2294/DSN 328
22. BX
  23. 1 PC
  24. DK
  28. 465 LBS
  30. REQ A STATEMENT BE FURNISHED THIS CMD INDICATING WHO LOADED SHIPMENT WHAT WHERE LOADING CONDITIONS AND IF CARRIER INSPECTED.
  31. ROBERT SAXTON/ MTOP-PAR (703) 428-2294/DSN 328

**Figure 210-1. Sample Joint Message Form**



<b>PART II –(FOR CLAIMS PURPOSES)</b>		34. THIS AGENCY DOCUMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	35. DATE  9188
36. TO:  *** APPROPRIATE FINANCE CENTER/CLAIM OFFICE ***			
37. RESPONSIBILITY  <input checked="" type="checkbox"/> CARRIER <input type="checkbox"/> SHIPPER/CONTRACTOR <input type="checkbox"/> TRANS/SHIPPING ACTIVITY <input type="checkbox"/> RECEIVER <input type="checkbox"/> OTHER (Specify)			
38. EXCEPTION NOTED ON CARRIERS DELIVERY  <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	39. DOCUMENTS ATTACHED (IF YES FILL IN AMOUNTS)  <input type="checkbox"/> YES <input type="checkbox"/> NO		40. PHOTOGRAPHS ATTACHED  <input type="checkbox"/> YES <input type="checkbox"/> NO
41. INSPECTION DATA  <input type="checkbox"/> CARRIER INSPECTED <input type="checkbox"/> INSPECTION WAIVED <input type="checkbox"/> ORAL WAIVER <input type="checkbox"/> GOVERNMENT INSPECTED		42. DISPOSITION DATA  <input type="checkbox"/> REJECTED (Receipt Attached) <input type="checkbox"/> REPAIRED AT GOVERNMENT EXPENSE (See Attached) <input checked="" type="checkbox"/> OTHER	
43. REMARKS  DOCUMENT ATTACHED: 1. CY CBL 2. CY CARRIER'S TENDER 04218 3. CY CARRIER'S DELIVERY RECEIPT 4. PHOTOGRAPHS 5. CY CARRIER'S INSPECTION REPORT 6. CY GOVERNMENT INSPECTION REPORT 7. CY DD FORM 1348-1 8. ACTUAL REPAIR COST STATEMENT  <div style="text-align: right;">CARRIER DROPPED SHIPMENT 6 JULY 1989 WHILE UNLOADING</div>			
44. DISTRIBUTION OF COPIES  MTNCNA/NTWA-ITO-F FORT HOOD TO FILE TOBYHANNA ARMY DEPOT I.O. FILE CDRMDC/MTSS/MTN DERCEM/AMSEQ-MMD-DT D/CDRTROSCOM/AMSTR-SDT		44a. NAME OF PREPARER (Type or Print) <div style="text-align: center;">ROBERT SAXTON</div> <hr/> 44b. TITLE <div style="text-align: center;">TRANSPORTATION OFFICER</div> <hr/> 44c. TELEPHONE NUMBER <div style="text-align: center;">(703) 428-2294    DSN 328</div> <hr/> 44d. SIGNATURE <div style="text-align: center; font-size: 1.2em;">ROBERT SAXTON</div>	
<b>48. ACTION BY REVIEWING OFFICIALS</b>			
A. ABOVE ITEMS HAVE BEEN  <input type="checkbox"/> EXPENDED <input type="checkbox"/> RECEIVED	B. INVENTORY ACCOUNT		C. CHARGE/TRANSFER TO
D. ACCOUNTING CLASSIFICATION			
E. APPROVED TO HOLD _____ RESPONSIBLE IN THE AMOUNT OF \$ _____ <div style="text-align: center;">(Names)</div>			
F. APPROVING OFFICIAL	NAME (Type or Print)		TITLE
<b>47. ACTION BY CLAIMS OFFICE</b>			

**Figure 210-2. Sample SF 361, Transportation Discrepancy Report (TDR), Source Document for Claims (Cont'd)**





Department of Defense OR Civilian Agencies		<div>USE CODES AND FOLLOW</div>		AR 55-38/NAVSUPINST 4610 33B/AFJ124-228/MCO P4610 19C/DLAR 4500.15 FPMR (41 CFR) 101-40.7 or FPMR (41 CFR) 101-26.8 WHEN REPORTING TO GSA OR DOD					
TRANSPORTATION DISCREPANCY REPORT		1. DATE 9164		2. REPORT NUMBER H90135-0037		FORM APPROVED OMB NO. 8000-0003			
PART 1									
<input checked="" type="checkbox"/> REQUEST FOR INFORMATION (RFI)		<input type="checkbox"/> INITIAL NOTIFICATION		<input type="checkbox"/> MISCELLANEOUS PROBLEMS					
3. TO TRANSPORTATION OFFICER DEFENSE DEPOT MECHANISBURG MECHANISBURG, PA 170555				4. REPORTING ACTIVITY TRAFFIC MANAGEMENT OFFICER MARINE CORPS BASE CAMP LEJEUNE542-5000 M93135					
5. CONSIGNOR TRANSPORTATION OFFICER TOBYHANNA ARMY DEPOT TOBYHANNA, PA 18466, 5105 SW3100				6. CONSIGNEE  SAME AS 4      M93135					
7. SHIPPER SAME AS BLOCK 5				8. CARRIER ROUTING AND IDENTIFICATION THURSTON MOTOR LINES, INC., THUR					
9. POINT OF ORIGIN				10. CARRIERS PRO/FREIGHT BILL NO. 052-072850-3					
11. DESTINATION				12. BILL OF LADING NO./TYPE CBL 072850-3					
13. MODE CODE B	14. DATE CARRIER SIGNED FOR SHIPMENT 9156	15. DATE CONSIGNEE RECEIVED SHIP- MENT 9161	16. DATE DIS- CREPANCY DISCOVERED 9161	17. DATE CARRIER NOTIFIED 9161	18. NAME OF PERSON CONTACTED MR. JONES (215) 492-1800				
19. SEAL NUMBERS AND CONDITION <input type="checkbox"/> INTACT <input type="checkbox"/> BROKEN/MISSING (Include details)				N/A					
ACQUISITION DOCUMENT AND/OR TRANSPORTATION CONTROL NO.		COMMODITY DESCRIPTION AND/OR NATIONAL STOCK NO. (NSNS)	TYPE OF PACK	QUANTITY DIS- CREPANT (PIECES)	TYPE AND CAUSE CODE	ISSUE DATA		VALUE OR COST OF REPAIRS	
20		21	22	23	24	UNIT OF ISSUE 25	UNITS BILLED/ SHIPPE 26	DISCREPANT UNITS    WEIGHT 27      28	29
M931354360-00123XX		CLOTHING, COTTON	CT	2	SS	PB	56	56      71	\$267.60
		8410-00-265-0385							
30. REMARKS (See preparation instructions of convening regulation for suggested information) CARRIER: 2 CARTONS SHORT. PLEASE TRACE. CONSIGNOR: FURNISH PRICED COPY OF SHIPPING DOCUMENT.									
31A. NAME OF PREPARER (Type or print) RONDA A. FORTSON					31B. TITLE TRANSPORTATION OFFICER				
31C. TELEPHONE NO.      DSN 289 (703) 411-3130			31D. SIGNATURE  Ronda A. Fortson						
32. REPLY PRICED COPY OF DD FORM 1348-1 IS ATTACHED									
33A. NAME OF RESPONDENT (Type or print) CRYSTAL HUNTER							33B. TELEPHONE NO. (717) 79—3384 DSN 430		
33C. ADDRESS TRANSPORTATION OFFICER DEFENSE DEPOT MECHANISBURG MECHANISBURG, PA 17055			33D. SIGNATURE  Crystal R. Hunter				33E. DATE  1-Jul-89		

**Figure 210-5. SF361, Sample of Source Document for Claims (Unclassified or Unprotected Shipment)**

<b>CARGO OUT-TURN REPORT</b>		1. VOYAGE DOCUMENT NO. P4252	PAGE <u>1</u> OF <u>1</u> PAGES
2. PREPARING ACTIVITY (Name and Address) 00604 NAVEACARCOORD – Terminals Department Box 300- Code 4011 Pearl Harbor, HI 96860		3. NAME OF SHIP SS KAUAI	
4. SHIP STATUS <input type="checkbox"/> USNS <input type="checkbox"/> USS <input type="checkbox"/> GAA <b>COMMERCIAL</b>		<input type="checkbox"/> VOYAGE CHARTER <input checked="" type="checkbox"/> BERTH TERM <input type="checkbox"/> SHIPPING CONTRACT <input type="checkbox"/> TIME CHARTER	
5. LOADING PORT D2 MOTBA Oakland Army Base Oakland, CA 94626		6. LOADING ACTIVITY 462p4e Same as block 5	
7. DISCHARGING PORT XE1 Honolulu, HI		8. DISCHARGING ACTIVITY Matson Navigation Co. Honolulu, HI	
9a. DATE/TIME DISCHARGE STARTED 9139/0630		9b. DATE/TIME DISCHARGE COMPLETED 9140/2300	
10. UNLOADING COST CHARGEABLE: <input checked="" type="checkbox"/> SHIP <input type="checkbox"/> CARGO	11. CARGO DISCHARGED BY: <input type="checkbox"/> MILITARY OR CONTRACT PERSONNEL <input checked="" type="checkbox"/> SHIP OPERATOR OR HIS AGENT <input type="checkbox"/> RECIPIENT GOVERNMENT (MAP/AID shipment)		
12. LIST OF INCLOSURES (Attach to this report all supporting evidence in form of sworn statements affidavits, extracts of ship's rough log: photographs, etc.)  one   (1)   SF 361 one   (1)   DD 788 one   (1)   Report of Events one   (1)   Freight Claim Inspectors Report one   (1)   Cargo Manifest one   (1)   Set DD 1348-1 one   (1)   DD 1385 2 pgs one   (1)   Temperature Chart one   (1)   DD 1232	13. DISCREPANCY (Explain in detail, state apparent cause, indicate action taken or recommended) <b>POV discrepancy noted at time of pickup by owner at port.</b> <b>Cause of damages to POV unknown.</b>  <b>POVs loaded in vans were devanned by carrier prior to release of shipment.</b> <b>1PAEPOKE, J_, 05</b>  <b>Cargo listed as damaged on attached SF 361 was loaded in undamaged condition at his activity.</b>  <b>CRYSTAL HUNTER</b> <b>Supervisory Shipment Assistant</b> <b>MOTBA</b>		
I hereby certify that all items of property, discharged from the above indicated ship, in which discrepancy exists between quantity or condition as manifested and quantity or condition as tallied at time and place of discharge from ship, are included in this report and that all items no		appearing in this report were received as manifested in apparent good order and condition and that this report is true to the best of my knowledge and belief.	
NAME/GRADE OR RANK OF CERTIFYING OFFICE (Type) <b>Ronda A. Fortson</b>		TITLE Director, Traffic Administration Division	
SIGNATURE Ronda A. Fortson		DATE 24 MAY 89	

DD Form 470

EDITION OF 1 APR 66 IS OBSOLETE, REPLACES  
DD FORM 470C, 1 APR 66, WHICH IS OBSOLETE**Figure 210-6. Sample of Completed DD Form 470, Cargo Out-Turn Report**





Department of Defense OR Civilian Agencies		<div>USE CODES</div>		AR 55-38/NAVSUPINST 4610 33B/AFJ124-228/MCO P4610 19C/DLAR 4500.15 FPMR (41 CFR) 101-40.7 or FPMR (41 CFR) 101-26.8 WHEN REPORTING TO GSA OR DOD					
TRANSPORTATION DISCREPANCY REPORT		1. DATE 7093		2. REPORT NUMBER W68PAC-0216		FORM APPROVED  3090-0093			
<div>PART 1</div> <div><input type="checkbox"/> REQUEST FOR INFORMATION (RFI)      <input type="checkbox"/> INITIAL NOTIFICATION      <input checked="" type="checkbox"/> MISCELLANEOUS PROBLEMS</div>									
3. TO COMMANDER MTMC, ATTN: MTMC-MTOP-PR ALEXANDRIA, VA 22332-5000				4. REPORTING ACTIVITY TRANSPORTATION OFFICER 1313 <sup>TH</sup> MEDIUM PORT COMMAND SEATTLE, WA 98134-2391					
5. CONSIGNOR TRANSPORTATION OFFICER XVIII AIRBORNE COPRS FORT BRAGG, NC 28307-5000				6. CONSIGNEE   SAME AS 4					
7. SHIPPER  SAME AS 5				8. CARRIER ROUTING AND IDENTIFICATION ROADWAY EXPRESS					
				RDWY					
9. POINT OF ORIGIN				10. CARRIERS PRO/FREIGHT BILL NO. 679-869881-2					
11. DESTINATION				12. BILL OF LADING NO./TYPE WP173576					
13. MODE CODE  B	14. DATE CARRIER SIGNED FOR SHIPMENT  7038	15. DATE CONSIGNEE RECEIVED SHIP- MENT  7057	16. DATE DIS- CREPANCY DISCOVERED  7059	17. DATE CARRIER NOTIFIED	18. NAME OF PERSON CONTACTED  MR. JOHN DOE (245-5170)				
19. SEAL NUMBERS AND CONDITION <input type="checkbox"/> INTACT <input type="checkbox"/> BROKEN/MISSING (Include details)									
ACQUISITION DOCUMENT AND/OR TRANSPORATION CONTROL NO.  20	COMMODITY DESCRIPTION AND/OR NATIONAL STOCK NO. (NSNS)  21	TYPE OF PACK  22	QUANTITY DIS- CREPANT (PIECES)  23	TYPE AND CAUSE CODE  24	ISSUE DATA		VALUE OR COST OF REPAIRS		
F5029246497746HXX	HHG, AINSWORTH	CC	1	XD	UNIT OF ISSUE  25	UNITS BILLED/ SHIPPED  26	DISCREPANT UNITS 27	WEIGHT 28	29
30. REMARKS (See preparation instructions of convening regulation for suggested information) GBL NOT ANNOTATED WITHIN REQUIREMENTS OF TRANSPORTATION FACILITIES GUIDE. THIS INSTALLATION REQUIRES CARRIERS TO PRELODGE FREIGHT 24 HOURS PRIOR TO DELIVERY.									
31A. NAME OF PREPARER (Type or print) BONNIE HANNON.					31B. TITLE TRANSPORTATION ASSISTANT				
31C. TELEPHONE NO.      DSN 289		31D. SIGNATURE  BONNIE HANNON.							
(618) 234-4410									
32. REPLY PRICED COPY OF DD FORM 1348-1 IS ATTACHED									
33A. NAME OF RESPONDENT (Type or print)							33B. TELEPHONE NO.		
33C. ADDRESS			33D. SIGNATURE				33E. DATE		

**Figure 210-8. Sample SF 361, Sample TDR, Miscellaneous Problems**